WELSH STATUTORY INSTRUMENTS

2011 No. 704 (W.108)

NATIONAL HEALTH SERVICE, WALES

The National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011

Made - - - 8 March 2011 Coming into force in accordance with the provisions of regulation 1(2)

THE NATIONAL HEALTH SERVICE (CONCERNS, COMPLAINTS AND REDRESS ARRANGEMENTS) (WALES) REGULATIONS 2011

PART 1

GENERAL

- 1. Title, commencement and application
- 2. Interpretation
- 3. General principles for the handling and investigation of concerns

PART 2

DUTY TO MAKE ARRANGEMENTS FOR THE HANDLING AND INVESTIGATION OF CONCERNS

- 4. Duty to make arrangements
- 5. Arrangements to be published
- 6. Strategic oversight of the arrangements
- 7. Responsible officer
- 8. Senior investigations manager
- 9. Information and training for staff

PART 3

NATURE AND SCOPE OF THE ARRANGEMENTS FOR HANDLING CONCERNS

- 10. Requirement to consider concerns
- 11. Notification of concerns
- 12. Persons who may notify concerns
- 13. Matters about which concerns may be notified

- 14. Matters and concerns excluded from consideration under the arrangements
- 15. Time limit for notification of concerns
- 16. Withdrawal of concerns

PART 4

CONCERNS WHICH INVOLVE OTHER RESPONSIBLE BODIES

- 17. Concerns involving more than one responsible body
- 18. Concerns involving primary care providers
- 19. Action to be taken where a Local Health Board receives notification of a concern about services provided by a primary care provider
- 20. Action to be taken where a Local Health Board receives notification of a concern from a primary care provider
- 21. Communication of decisions made by a Local Health Board in accordance with regulations 19 and 20

PART 5

HANDLING AND INVESTIGATION OF CONCERNS

- 22. Procedure before investigation
- 23. Investigation of concerns
- 24. Response

PART 6

REDRESS

- 25. Duty to consider redress
- 26. Response to an investigation under regulation 23 where it is decided that there is or there may be a qualifying liability
- 27. Form of redress
- 28. Availability of Redress
- 29. Redress financial compensation
- 30. Suspension of the limitation period
- 31. Investigation report
- 32. Legal advice and instruction of medical experts
- 33. Redress communication of a decision

PART 7

REQUIREMENT FOR NHS BODIES, OTHER THAN WELSH NHS BODIES, TO CONSIDER REDRESS AND PROCEDURE TO BE FOLLOWED BY A WELSH NHS BODY WHEN IT RECEIVES NOTIFICATION OF A CONCERN IN ACCORDANCE WITH THE PROVISIONS OF THIS PART

- 34. Interpretation of this Part
- 35. Circumstances in which an English NHS body must consider whether or not redress may apply
- 36. Steps to be taken where an English NHS body considers that a qualifying liability exists or may exist
- 37. Action to be taken by a Welsh NHS body on receipt of a notification from an English NHS body in accordance with regulation 36
- 38. Action to be taken by a Welsh NHS body on receipt of a notification from a Scottish NHS body or a Northern Irish NHS body

- 39. Duty of Welsh NHS body to conduct an investigation
- 40. Response to an investigation under regulation 39 where a Welsh NHS body is of the opinion that there is, or there may be, a qualifying liability
- 41. Response to an investigation under regulation 39 where a Welsh NHS body decides that there is no qualifying liability
- 42. Form of redress
- 43. Availability of Redress
- 44. Redress financial compensation
- 45. Suspension of the limitation period
- 46. Investigation report
- 47. Legal advice and instruction of medical experts
- 48. Redress communication of a decision

PART 8

LEARNING FROM CONCERNS

49. Learning from concerns

PART 9

MONITORING THE PROCESS

- 50. Monitoring the operation of arrangements for dealing with concerns
- 51. Annual report

PART 10

TRANSITIONAL AND CONSEQUENTIAL PROVISIONS AND REVOCATIONS

- 52. Transitional provisions
- 53. Revocations
- 54. Consequential and transitional provisions Signature

SCHEDULEPROVISIONS CONFERRING POWERS EXERCISED IN1MAKING THESE REGULATIONSSCHEDULECONSEQUENTIAL AND TRANSITIONAL PROVISIONS21.Amendment of the National Health Service (General Ophthalmic

- . Amendment of the National Health Service (General Ophthalmic Services) Regulations 1986
- 2. Amendment of the National Health Service (Pharmaceutical Services) Regulations 1992
- 3. Amendment of the National Health Service (General Medical Services Contracts) (Wales) Regulations 2004
- 4. Amendment of the National Health Service (General Dental Services Contracts) (Wales) Regulations 2006
- Amendment of the National Health Service (Personal Dental Services Agreements) (Wales) Regulations 2006 Explanatory Note